MULTIMEDIA UNIVERSITY

STUDENT ID NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2018/2019

MIS1013 – INTERACTION STUDIES

(All sections / Groups)

02 MARCH 2019
9.00 a.m. - 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **FIVE** pages.
2. Answer all questions in **Section A, B.**
3. Please write all your answers in the Answer Booklet provided.

SECTION A [20 MARKS]

Instructions: Answer **ALL questions** in this section. Write your answers in the Answer Booklet.

1. Which of the following is **incorrect** about the concepts underlying the design of interactive systems?

(2 marks)

A. Designer needs to put technology at the centre of the design process.
B. Designer has responsible to make his/her interactive system accessible and engaging.
C. Designer's goal is to design enjoyable system.
D. Designer's goal is to make interaction understandable.

2. Which of the following is **incorrect** about the design of interactive system?

(2 marks)

A. It includes the creative process of specifying something new.
B. The representation is required along the process.
C. Good interactive system design concludes unchangeable solution.
D. Design process evolves both problem and solution.

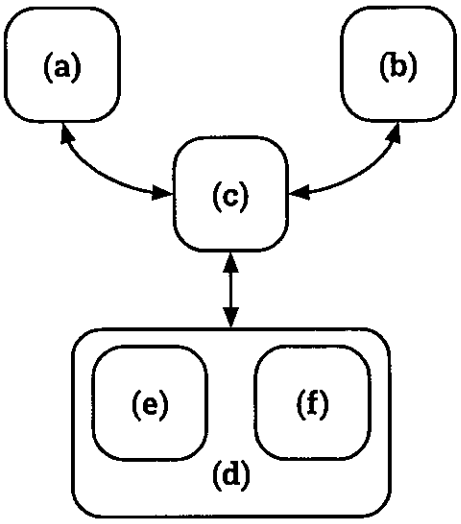

Figure 1. The process of human-centered interactive systems design

3. Which of the following is **correct** about the process in Figure 1?

(2 marks)

A. (a) is understanding
B. (b) is experience
C. (c) is design
D. (d) is prototyping

Continued .....

4. Which of the following is **incorrect** about the stakeholder of interactive system? (2 marks)
   A. It refers the people who will be affected by the interactive system.
   B. The understanding process considers all the stakeholders.
   C. Stakeholders can be out of the organization where the interactive system is being used.
   D. Stakeholders are limited to the system users.

5. Which of the following is **incorrect** about the design process of interactive system? (2 marks)
   A. Physical design is about structuring interactions into logical sequences.
   B. Physical design is clarifying and presenting the allocation of functions and knowledge between people and devices.
   C. Operational design is concerned with specifying how everything works.
   D. Representational design is concerned with how content is structured and stored.

6. Which of the following is **incorrect** about usability for the design of interactive system? (2 marks)
   A. Good design can be considered as a system that is independent and beyond evaluations.
   B. Good design can be considered as a system that is accessible, usable, socially and economically acceptable.
   C. Good design can be considered as a system that is learnable, effective and accommodating'.
   D. Good design can be considered as a system that is easy to use and learn.

Continued .....

"Computer games have to be designed to be engaging and many of the principles of engagement can be seen in the design of games. Increasingly these principles are being applied to various interactive systems. Websites need to hold people's attention and principles of games can be used to interest and motivate people. Thus (a)_____ is to deploy the principles of games to interest and motivate user in interactive system."

7. What is the **appropriate** word for the blank (a)?

(2 marks)

A. engagement
B. UXD
C. ludic interface
D. gamification

8. Which of the following is **incorrect** about (a) in interactive system?

(2 marks)

A. It helps deciding how to make things fast.
B. It helps deciding what challenges to include in product.
C. It helps deciding how to deal with different skill levels of different users.
D. It helps deciding how people will relate to other people through competition or cooperation.

9. Which of the following is **incorrect** about evaluation in designing interactive system?

(2 marks)

A. Designers need to focus hard on what features of a system or product they want to evaluate.
B. They need to think hard about the state that the system or product is in.
C. Participant-based methods of evaluation is for finished product.
D. Expert review and end-user testing should be used together.

10. Which of the following is **correct** about task analysis in designing interactive system?

(2 marks)

A. A goal is a structured set of activities required.
B. A task is a state of the application domain that a work system wishes to achieve.
C. The work system as a whole may have goals.
D. Actions are 'simple goals'.

Continued .....

SECTION B [20 MARKS]

Instructions: Answer **ALL questions** in this section. Write your answers in the Answer Booklet.

The term '(a)_____' was coined in 1948 to describe the study of the relationships between people and their environment. (a)_____ is multi-disciplinary, drawing on anatomy and physiology, various aspects of psychology (e.g. physiological and experimental), physics, engineering and work studies among others.

1. What is the correct word for the blank (a) above?

(3 marks)

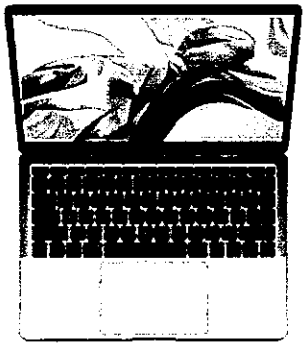

Figure 2 Apple MacBook Air

2. Explain the **physio-pleasure** from the product in Figure 2.

(3 marks)

3. Explain the **socio-pleasure** from the product in Figure 2.

(3 marks)

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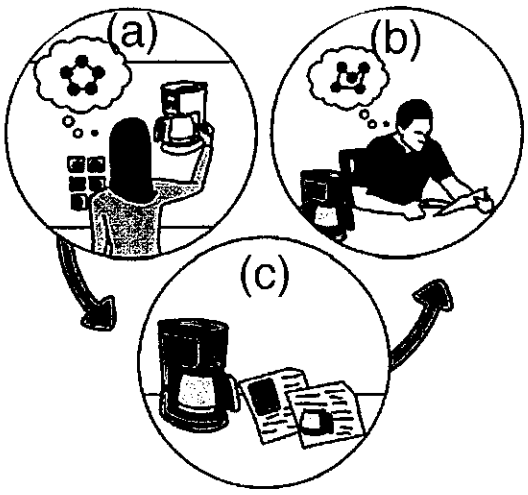

Figure 3 Psychological difference

4. Identify which one is **system image** and **mental model** in Figure 3.

(3 marks)

5. Discuss the definition of **mental model** and the role of **system image** in interactive system.

(4 marks)

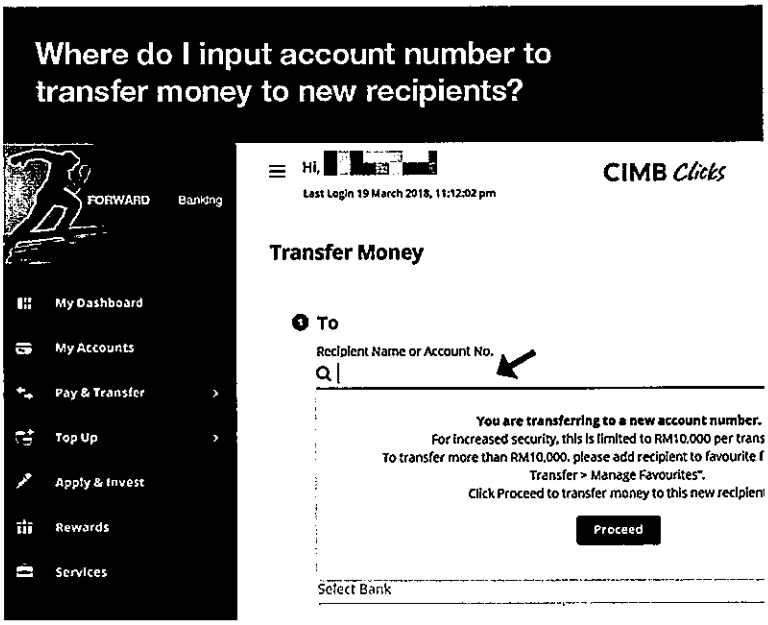
Where do I input account number to transfer money to new recipients?
FORWARD
Banking
My Dashboard
My Accounts
Pay & Transfer
Top Up
Apply & Invest
Rewards
Services
Hi,
Last Login 19 March 2018, 11:12:02 pm
CIMB Clicks
Transfer Money
To
Recipient Name or Account No.
You are transferring to a new account number.
For increased security, this is limited to RM10,000 per trans
To transfer more than RM10,000, please add recipient to favourite f
Transfer > Manage Favourites".
Click Proceed to transfer money to this new recipien
Proceed
Select Bank

Figure 4 CIMB website

6. Explain two aspects of user activities from PACT framework in Figure 4.

(4 marks)

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